

VIRGINIA RELAY SERVICE
Customer Contact Report
(April, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	8	8	16
Relay/OSD Related			
Other			
Total Commendations	8	8	16
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	9	5	14
Outreach/Marketing	3	1	4
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service	1		1
Billing/Rate	4	3	7
Computer Settings			
Technical Related	4	1	5
Other	4	3	7
Total Inquiries/Comments	27	13	40
Grand Total	35	22	57